

President's Office Time Stamp / Timbre dateur du bureau du président



Canada Border Services Agency  
Agence des services frontaliers du Canada

CBSA/ASFC-17-00503

ROUTING SLIP/BORDEREAU D'ACHEMINEMENT

ACTION REQUIRED/ MESURE REQUISE			
Name and Telephone Number/ Nom et numéro de téléphone	Initials and date/ Initiales et date	Action	Information
President/Président John Ossowski		<input type="checkbox"/>	<input checked="" type="checkbox"/>
Executive Vice-President/ Première vice-présidente Tina Namiesniowski		<input type="checkbox"/>	<input checked="" type="checkbox"/>
Vice-President/ Vice-président Martin Bolduc	<i>MB</i> FEB 08 2017	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Associate Vice-President/ Vice-président délégué Peter Hill		<input type="checkbox"/>	<input checked="" type="checkbox"/>
Acting Director General/ Directeur général p.i. Sébastien Aubertin-Giguère	<i>SA</i> FEB 08 2017		

**Subject/Objet :** CBSA-IRCC eTA/IAP/ DM Strategy Meeting –February 10, 2017  
**Action/Mesure :** For information

Please find enclosed agenda and documents for upcoming CBSA-IRCC eTA/IAP/ DM Strategy Meeting, February 10, 2017.

Please note that if available, updated versions of the documents included in this docket will be provided in advance of the meeting.

Tab 1: blank page with the no documents provided for this item  
 Tab 2: blank page with the no documents provided for this item (this may change, dependent on on-going conversations with the US)  
 Tab 3.1 - The summary tab of No-board analysis 10-01-2017 document  
 Tab 3.2 - API Sit Rep  
 Tab 4.1 - IRCC placemat (not yet provided)  
 Tab 4.2 - AIWG carrier issue log post implementation  
 Tab 5 - blank page with the no documents provided for this item message

CBSA VP/AVP - Programs Branch  
RECEIVED/REÇU

08 FEB. 2017

ASFC VP/VPD - Direction générale des Programmes

Canada

## **DOCUMENT LIST**

### **eTA/IAPI DM Strategy meeting**

365 Laurier Avenue West, 20th floor, Grosse-île boardroom

Date: **February 10, 2017**      Time: **TBD**

**Tab 1:** blank page with the no documents provided for this item

**Tab 2:** blank page with the no documents provided for this item (this may change, dependent on on-going conversations with the US)

**Tab 3.1** - The summary tab of No-board analysis 10-01-2017 document

**Tab 3.2** - API Sit Rep

**Tab 4.1** - IRCC placemat

**Tab 4.2** - AIWG carrier issue log post implementation

**Tab 5** - blank page with the no documents provided for this item message

## eTA/IAPI DM Strategy meeting

365 Laurier Avenue West, 20th floor, Grosse-île boardroom

Date: **February 10, 2017**

Time: **2:00 pm – 3:00 pm**

Time	Subject	Presenter(s)
14:00 – 14:05	<b>1. Introduction</b>	John Ossowski President, CBSA  Martha Morgan Deputy Minister, IRCC
14:05-14:20	<b>2. U.S. Fact Finding Trip</b>	Robert Stevenson/IRCC Pemi Gill/IRCC  Sharon Spicer/CBSA Jennifer Misner/CBSA
14:20-14:35	<b>3. Statistics Deep Dive #4</b>  <i>IAPI Stats Update – Sit Rep (Not listed on the agenda but maybe raised)</i>	Victor Abele/CBSA  <i>Sébastien Aubertin- Giguère/CBSA Victor Abele/CBSA</i>
14:35 – 14:55	<b>4. Top Issues</b> <ul style="list-style-type: none"> <li>• Permanent Resident No Boards</li> <li>• ACSC post March 31, 2017</li> <li>• eTA Uptake Focus</li> <li>• Passport Data Mismatch Way Forward</li> </ul>	Mike MacDonald/IRCC Soyoung Park/IRCC  Sébastien Aubertin- Giguère/CBSA Victor Abele/CBSA
14:55-15:00	<b>5. Wrap Up and Forward Agenda</b>	All



CBSA-IRCC-GAC eTA/IAPI DM Strategy meeting

Annotated Agenda

Friday February 10, 2017  
365 Laurier Avenue West  
Grosse-île Boardroom  
20th floor  
Time 2:00 pm

1. Introduction	LEAD: CBSA/IRCC
Introduction	John Ossowski President, CBSA  Martha Morgan Deputy Minister, IRCC
2. U.S. Fact Finding Trip	LEAD: IRCC/CBSA
<ul style="list-style-type: none"><li>CBSA and IRCC met with US CBP officials the week of January 30 to discuss lessons learned throughout the implementation of ESTA program that could be applied to the IAPI and eTA initiatives.</li><li>The CBSA and IRCC brought numerous questions and issues that have arisen with the implementation of the IAPI and eTA initiatives.</li><li>A comparison of the eTA and ESTA programs revealed known similarities but also some differences.</li><li>The CBSA are prepping a document to compare and contrast the Canadian and US programs.</li><li>Officials from both departments will be meeting to analyse the information gathered from the US CBP in greater detail, consider how it applies in the Canadian context and develop recommendations for how the information can be leveraged in the Canadian context.</li></ul>	Robert Stevenson/IRCC Pemi Gill/IRCC  Sharon Spicer/CBSA Jennifer Misner/CBSA
<p>Speaking Points:</p> <ul style="list-style-type: none"><li>CBSA and IRCC met with US CBP officials the week of January 30 to discuss lessons learned throughout the implementation of ESTA program that could be applied to the IAPI and eTA initiatives.</li><li>Preliminary comparisons of the eTA and ESTA programs revealed known similarities but also some differences.</li><li>I understand that work in underway to further analysis the results of the trip and to develop recommendations on how to best leverage the information for the benefit of our programs. Once complete I recommend these recommendations be brought back to this table for further consideration.</li></ul> <p><i>If pressed</i> – high level summary of findings:</p> <ul style="list-style-type: none"><li></li><li></li><li></li><li></li><li></li><li></li></ul>	



**Speaking Points:**

- The CBSA completed a deep dive analysis on the “Final” No-board messages
- 
- The CBSA will provide this analysis every three weeks until the end of April 2017.

No-Board Reason	Count	%
Canadian Permanent Residents		
209 - Valid PR card on file in GCMS		
22 - No valid PR card found in GCMS	231	39.4%
eTA processing issues (see below for details)	155	26.5%
Expected No-boards		
At time of no-board client did not possess a valid authorization to travel either due to an expired document, application refusal, or a visa application still in progress.	68	11.6%
No record of any application for the bio-data sent by the carrier	58	9.9%
Visa processing issues	49	8.4%
Canadian Citizens		
15 - No F1 visa		
10 - F1 visa issued after no-board	25	4.3%

eTA processing issue root cause	Count	%
Delay in eTA application approval		
These applications required manual review for candidate matching or identity creation in GCMS.	99	63.9%
Data entry issue on eTA Application (data mismatch)	42	27.1%
Client with new travel document	14	9.0%
Total eTA processing issues	155	100%

**Additional Statistical related reports (not listed on the agenda but may be raised**

**LEAD: CBSA**

- The number of IAPI final no-board messages has decreased throughout the month of January and the percentage of final no-board results has remained below 1.80%.\* (
- The IAPI Response Time has remained relatively consistent throughout January.
- The average interactive message was returned in under 4 seconds 99.95% of the time.

**IRCC Statistics (eTA, OSC, and Dual Nationals)**

- The majority of eTAs continue to be processed in under 3 minutes however, during the month of January, 17% of applications took longer than 3 minutes to process.

Sébastien Aubertin-Giguère/CBSA

<ul style="list-style-type: none"><li>• The total number of calls received by IRCC OSC has decreased throughout the month of January.</li><li>• The number of Dual National e-authority applications has decreased slightly throughout January.</li><li>• On average, approx. 51 e-Authority applications were received per day.</li></ul> <p><b>ACSC Statistics</b></p> <ul style="list-style-type: none"><li>• The total number of calls received by the Air Carrier Support Centre has decreased throughout the <b>month of January</b> (average of 281 calls per day).</li><li>• The ACSC overturned approximately 59% of all no-board calls received during the month of January.</li><li>•</li><li>• During the month of January, cases at the ACSC was referred to IRCC OSC to</li><li>• Call volumes are expected to increase during the spring/summer travel season and also with the introduction</li></ul>	
<p><b>Speaking Points:</b> <b>Stats from recent SitRep:</b></p> <ul style="list-style-type: none"><li>• The number of IAPI final no-board messages has decreased throughout the month of January and the percentage of final No-Board results has remained below 1.80%.*</li><li>• The IAPI Response Time has remained relatively consistent throughout January.</li></ul> <p><b>IRCC Statistics (eTA, OSC, and Dual Nationals)</b></p> <ul style="list-style-type: none"><li>•</li><li>• The total number of calls received by IRCC OSC has decreased throughout the month of January.</li><li>• The number of Dual National e-authority applications has decreased slightly throughout January to approximately 51 applications per day.</li></ul> <p><b>ACSC Statistics</b></p> <ul style="list-style-type: none"><li>• The total number of calls received by the Air Carrier Support Centre has decreased throughout the month of January (average of 281 calls/day).</li><li>• The ACSC overturned approximately 59% of all no-board calls received during the month of January.</li><li>•</li><li>• During the month of January, cases at the ACSC was referred to IRCC OSC to</li></ul> <p>Overall</p> <p>Although volumes across most categories decreased during the month of January, all volumes can be expected to increase during the spring/summer travel season. Additionally, travel volumes in January have a large contingent of Canadian travellers on southern vacations that have not presented any significant eTA or IAPI issues to date.</p>	
<b>4. Top Issues</b>	<b>LEAD:</b> <b>IRCC/CBSA</b>
<p><b>Permanent Resident No-Boards – CBSA and IRCC</b></p> <ul style="list-style-type: none"><li>• The IAPI Policy Team provided IRCC with a report on all Canadian Permanent Residents who were called into the ACSC by a Commercial Air Carrier between November 10 and January 19, 2017.</li><li>• As this report contains data from the ACSC Tracking Tool, it includes personal information</li></ul>	<p>Mike MacDonald/IRCC Soyoung Park/IRCC</p> <p>Sébastien Aubertin-Giguère/CBSA</p>

<ul style="list-style-type: none"><li>Throughout the month of January, calls in relation to Canadian Permanent Residents made up approximately 7.5% of all calls received by the ACSC, which is an increase from the December proportion (6.4%).</li><li>The CBSA has sent numerous reminders to air carriers that Canadian PR card data must be provided in order to receive a “board” message and CBSA ISTB has worked closely with air carriers to resolve any systems issues on their end regarding the ability to provide Cdn PR card data.</li></ul> <p><b>ACSC post March 31, 2017</b></p> <ul style="list-style-type: none"><li>Commercial air carriers have expressed an interest in seeing the Air Carrier Support Centre extended past the current March 31, 2017, pilot period end date.</li><li>If the ACSC service were to be extended past the pilot phase, funding and resources will need to be allocated and a CBSA/IRCC cost-sharing model will need to be implemented.</li><li>Other countries with programs similar to the CBSA’s IAPI initiative and IRCC’s eTA, provide commercial air carriers with phone support.</li><li>Commercial air carriers expect similar service from the Government of Canada, as this type of service assists with their operations. They consider it to be an ‘essential service’.</li></ul> <p><b>eTA Uptake Focus – IRCC to lead discussion</b></p> <p><b>Passport Data Mismatch Way Forward</b></p> <ul style="list-style-type: none"><li></li><li></li><li>The CBSA will analyze these policies in the Canadian context when working on a way forward:</li><li>General validation rules – min/max length of passport information.</li><li>Travellers advised to use MRZ number.</li><li></li><li>Commercial air carriers have become efficient at visually identifying incorrect characters to assist travellers in entering their information correctly for ESTA applications.</li><li>Both the CBSA and IRCC will continue to pursue and employ best practices from the U.S. experience,</li></ul> <p><b>LO Network</b></p> <ul style="list-style-type: none"><li>Since the launch, LOs have received 2,910 eTA/IAPI calls, constituting 54% of all of the calls to the LOs.</li><li>On average, 15% of the LOs’ time continues to be spent on eTA-related issues and it is expected that this level of support from the LOs will continue to be required until at least April 2017.</li></ul>	Victor Abele/CBSA
<p><b>Speaking Points:</b></p> <p><b>Permanent Resident No-Boards – CBSA only</b></p> <ul style="list-style-type: none"><li>The IAPI Policy Team provided IRCC with a report on all Canadian Permanent Residents who were called into the ACSC by a Commercial Air Carrier between November 10 and January 19, 2017.</li><li></li><li>Throughout the month of January, calls in relation to Canadian Permanent Residents made up approximately 7.5% of all calls received by the ACSC, which is an increase from the December proportion (6.4%).</li></ul> <p><b>ACSC post March 31, 2017</b></p> <ul style="list-style-type: none"><li>Commercial air carriers have expressed an interest in seeing the Air Carrier Support Centre extended past the current March 31, 2017, the pilot period end date.</li></ul>	



<ul style="list-style-type: none"><li>• A source of funds needs to be found for ongoing ACSC Operations as well as a cost-sharing model between IRCC and CBSA.</li><li>• [REDACTED]</li><li>• [REDACTED]</li></ul>	
<b>eTA Uptake – IRCC to lead discussion</b>	
<b>LO Network</b> <ul style="list-style-type: none"><li>• Since the launch, LOs have received 2,910 eTA/IAP1 calls, constituting 54% of all of the calls to the LOs.</li><li>• [REDACTED]</li><li>• [REDACTED]</li><li>• [REDACTED]</li></ul>	
<b>Passport Data Mismatches</b> <ul style="list-style-type: none"><li>• [REDACTED]</li><li>• The CBSA will analyze these policies in the Canadian context when working on a way forward:</li><li>• General validation rules – min/max length of passport information.</li><li>• Travellers advised to use MRZ number.</li><li>• [REDACTED]</li><li>• Commercial air carriers have become efficient at visually identifying incorrect characters [REDACTED], to assist travellers in entering their information correctly for ESTA applications.</li><li>• Both the CBSA and IRCC will continue to pursue and employ best practices from the U.S. experience, [REDACTED]</li></ul>	
<b>5. Wrap-up and Forward Agenda</b>	<b>Lead: All</b>
<ul style="list-style-type: none"><li>• <b>Next meeting should address recommendations coming out of the trip to the U.S. and concrete planning around the ACSC.</b></li></ul>	

## No-Board Analysis Summary

### Sample:

- "Final" No-board messages received
- 24 hour time period 00:00 - 23:59 EST January 10, 2017

### Report contents:

- 1. Summary:** High-level roll-up of No Board Reason and secondary breakdown of eTA processing issues. Results from November 30, 2016 analysis included for comparison. In the table Red indicates a greater proportion of NB compared to Nov 30, Green indicates a lesser overall proportion versus the same.
- 2. No-Board Analysis:** Breakdown of NB by issue type with comparison to Nov 30 analysis results.
- 3. Carrier Breakdown:** Breakdown of NB by issue type and Carrier

No-Board Reason	10-Jan-17		30-Nov-16	
	Count	%	Count	%
Canadian Permanent Residents	231	39.4%	200	32.4%
Canadian Citizens	25	4.3%	37	6.0%
Expected No-boards	68	11.6%	56	9.1%
No record of any application	58	9.9%	70	11.3%
<b>Total No-Boards</b>	<b>586</b>	<b>100.0%</b>	<b>617</b>	<b>100%</b>



61	10.4%	D	<b>No valid document for travel</b> At time of no-board client did not possess a valid authorization to travel either due to an expired document, application refusal, or a visa application still in progress.	0	0.0%	D4	<b>eTA Refused</b> Client applied for an eTA but it was refused.	1	0.2%	-0.2%	-100.0%
				1	0.2%	D5	<b>Visa Revoked/Refused</b> Client had a previous counterfoil document that had been revoked or a previous TRV application that was refused.	0	0.0%	0.2%	N/A
				2	0.3%	D6	<b>No valid eTA or Counterfoil - Diplomat</b> Records indicate client had previously been issued a diplomatic counterfoil and may have been travelling in that capacity at time of no-board.	0	0.0%	0.3%	N/A
				1	0.2%	D7	<b>TRP at POE</b> Client did not possess a valid eTA or Counterfoil but was subsequently boarded and issued a TRP at POE on arrival.	0	0.0%	0.2%	N/A
				12	2.0%	D8	<b>Permit holder without travel authorization</b> Client had a valid Work or Study Permit but did not have a valid counterfoil or eTA on record.	0	0.0%	2.0%	N/A
				2	0.3%	D9	<b>Document inactivated in error</b> Client had a previously valid Counterfoil that was inactivated in error prior to travel.	0	0.0%	0.3%	N/A
25	4.3%	E	<b>Issuance Delay - Additional eTA application</b> Clients who submitted a subsequent eTA application on the day of travel in an attempt to resolve issues with their existing valid eTA. Additional application required manual review for candidate matching or identity creation in GCMS. The eTA issued timestamp for the corrected information is several hours later than the no-board timestamp. Root cause leading the client to need to apply for a new eTA is due to travel document information discrepancies.	2	0.3%	E1	<b>Delay in issuance of additional eTA for WP/SP holder with new travel doc</b> Client possessed a valid eTA previously issued alongside a work or study permit. The travel document associated to the original eTA no longer matched their current travel document (e.g. they had renewed their passport). Client applied for another eTA with the correct travel document number on the day of travel.	9	1.5%	-1.1%	-77.8%
				0	0.0%	E2	<b>Delay in issuance of additional eTA to correct document number error</b> - Client input a capital O instead of a zero in their original application	7	1.1%	-1.1%	-100.0%
				11	1.8%	E3	<b>Delay in issuance of additional eTA to correct document number error</b> - Client included the check digit, or some other extra digits at the end of the document number	7	1.1%	0.6%	57.1%
				5	0.8%	E4	<b>Delay in issuance of additional eTA to correct document number error</b> - Completely different document number in each data set (client likely presented a different passport)	6	1.0%	-0.2%	-16.7%
				0	0.0%	E5	<b>Delay in issuance of additional eTA to correct document number error</b> - Client input the entire MRZ string	6	1.0%	-1.0%	-100.0%
				3	0.5%	E6	<b>Delay in issuance of additional eTA to correct document number error</b> - Client made a typo in the document number (Y instead of V, 2 instead of 1, or only input a few digits of the number)	5	0.8%	-0.3%	-40.0%
				2	0.3%	E7	<b>Delay in issuance of additional eTA to correct County of Issue errors</b> - Client input a different Country of Issue in their original eTA application from the MRZ value on their passport	4	0.6%	-0.3%	-50.0%
				0	0.0%	E8	<b>Delay in issuance of additional eTA to correct document number error</b> - Client only entered the numeric part of the passport number and left out the letters at the beginning	3	0.5%	-0.5%	-100.0%
				0	0.0%	E9	<b>Delay in issuance of additional eTA to correct document number error</b> - Client input a space in travel doc number, carrier did not send space (this may be caused by VIZ/MRZ differences)	1	0.2%	-0.2%	-100.0%
				2	0.3%	E10	<b>Delay in issuance of additional eTA to correct document number error</b> - Client included Country of Issue code along with the doc number in their application	1	0.2%	0.2%	100.0%
				2	0.3%	F1	<b>Carrier data does not match IRCC/CBSA record - Typo:</b> Client made a typo in the document number (Y instead of V, 2 instead of 1, or only input a few digits of the number)	10	1.6%	-1.3%	-80.0%
eTA travel document data mismatch				7	1.1%	F2	<b>Carrier data does not match IRCC/CBSA record - Different number:</b> Completely different document number in each data set (client likely presented a different passport)	10	1.6%	-0.5%	-30.0%
				5	0.8%	F3	<b>Carrier data does not match IRCC/CBSA record - Check/Extra digit(s):</b> Client included the check digit, or some other extra digits at the end of the document number	7	1.1%	-0.3%	-28.6%
				14	2.3%	F4	<b>Carrier data does not match IRCC/CBSA record - COI mismatch:</b> Client entered a Country of Issue value in their eTA application different from what the carrier provided	5	0.8%	1.5%	180.0%

35	6.0%	F	Cases where clients were issued a no-board due to a data discrepancy between the carrier data and the eTA record in GCMS.  In these cases there is no evidence that the client applied for a subsequent eTA to correct the issue.  These clients would still be a no-board today (barring cases where carrier sent incorrect value)	0	0.0%	F5	Carrier data does not match IRCC/CBSA record - Space in doc number: Client provided a space, no space sent by carrier (this may be the result of difference between the VIZ/MRZ on the passport)	4	0.6%	-0.6%	-100.0%
				0	0.0%	F6	Carrier data does not match IRCC/CBSA record - Truncated value: Client only entered the numeric part of the passport number and left out the letters at the beginning	3	0.5%	-0.5%	-100.0%
				1	0.2%	F7	Carrier data does not match IRCC/CBSA record - O instead of zero: Client input a capital O (or lowercase o) instead of a zero	2	0.3%	-0.2%	-50.0%
				2	0.3%	F8	Carrier data does not match IRCC/CBSA record - Entire MRZ: Client input the entire MRZ string from the passport	2	0.3%	0.0%	0.0%
				1	0.2%	F9	Carrier error: Carrier provided an "0INCONNU" value in the query or similar obvious entry error (ex. 11111111111111).	1	0.2%	0.0%	0.0%
				0	0.0%	F10	Carrier data does not match IRCC/CBSA record - doc number eTA: Client included COI code along with the doc number	0	0.0%	0.0%	0.0%
				0	0.0%	F11	Carrier data does not match IRCC/CBSA record - doc number eTA: Client entered a zero at the beginning of the passport number, carrier did not send the zero, may be a carrier omission	0	0.0%	0.0%	0.0%
				3	0.5%	F12	Carrier data does not match IRCC/CBSA record - doc number eTA: Document number file has additional digits/characters at the start of the document number not sent by carrier	0	0.0%	0.5%	N/A
25	4.3%	G	Canadian Citizens  Clients determined to have Canadian Citizenship in GCMS where the carrier provided no Canadian Passport information to IAPI.	15	2.4%	G1	Canadian Citizen Foreign Passport - no F1 visa Clients found to be Canadian Citizens in GCMS without any indication that they had applied for a facilitation visa	33	5.3%	-2.9%	-54.5%
				10	1.6%	G2	Canadian Citizen with Foreign Passport - F1 visa issued Clients found to be Canadian Citizens in GCMS who applied for and received an F-1 facilitation visa after the no-board was issued.	4	0.6%	1.0%	N/A
49	8.4%	H	Visa travel document data mismatch  Cases where clients were issued a no-board due to a data discrepancy between the carrier data and the travel document associated to the visa Counterfoil record in GCMS.  These issues cannot be overcome by the client and must be resolved by the IRCC issuing office.	43	7.0%	H1	Carrier data does not match IRCC/CBSA record - Travel document number associated to Visa The travel document number associated to the client's counterfoil in GCMS does not match the value provided by the carrier. This may be the result of input error at the IRCC issuing office, or carrier input error. Can only be resolved by IRCC as the counterfoil is a printed secure document.	19	3.1%	3.9%	126.3%
				6	1.0%	H2	Carrier data does not match IRCC/CBSA record - Travel Document Country of Issue associated to Visa The travel document Country of Issue associated to the client's counterfoil in GCMS does not match the value provided by the carrier. This may be the result of input error at the IRCC issuing office, or carrier input error. Can only be resolved by IRCC as the counterfoil is a printed secure document.	12	1.9%	-1.0%	-50.0%
3	0.5%	I	eTA application still in progress  Cases where a client's eTA application is still pending approval because of a request for further information.	3	0.5%	I1	Additional information requested: eTA applications not approved due to outstanding request for additional information from the client either due to a derogatory match or client response to statutory questions.	5	0.8%	-0.3%	-40.0%

Count	%	#	No-Board Reason (Detailed)														
194	33.1%	A1	<b>Valid PR card on file in GCMS</b> Records indicate client has been issued a valid PR card.  Client may have not had the PR Card in their possession or presented it to the carrier.	10	19	1	18	4	0	4	8	1	5	104	20	0	
36	6.1%	A2	<b>No valid PR card found in GCMS</b> Records indicate clients have Permanent Resident status but do not appear to possess a valid Canadian PR card.	0	12	1	3	1	0	0	1	2	4	10	2	0	
1	0.2%	A3		0	1	0	0	0	0	0	0	0	0	0	0	0	
53	9.0%	B1	<b>Delay in issuance of 1st eTA on day of travel</b> Clients applied for an eTA on the day of travel (presumably at the airport). In these cases the processing of the application took longer than the 3 minute standard, due to the need for manual review prior to candidate matching/creation. The issuance timestamp of the eTA document was several hours after the final no-board.	7	16	0	4	1	2	2	3	8	0	5	3	2	
7	1.2%	B2	These travellers presumably attempted to apply for an eTA at the airport. Their applications required manual review for candidate matching or identity creation in GCMS. Clients apparently then submitted multiple additional applications while waiting for approval of the first one.	0	2	1	1	0	0	0	0	0	0	2	1	0	
23	3.9%	B3	Clients with a valid SP-EXT or WP-EXT permit on file who applied for an eTA on the day of travel.	0	6	1	3	1	1	1	3	0	2	5	0	0	
16	2.7%	B4	Clients with a valid SP or WP permit on file who applied for an eTA on the day of travel.	0	8	0	0	0	0	1	0	1	1	4	1	0	
58	9.9%	C1	2) Client has never made an application to travel to Canada 3) Client is a Canadian Citizen by birth	9	21	0	2	0	0	0	1	4	2	7	11	1	

25	4.3%	D1	<b>No valid eTA or Counterfoil - SP-EXT or WP-EXT permit holders</b> Clients with a valid SP-EXT or WP-EXT document in GCMS but no valid counterfoil or eTA allowing them to travel. No evidence of a new application for a TRV or eTA on file.	1	0	1	0	1	1	0	0	3	0	7	11	0
13	2.2%	D2	<b>Counterfoil expired</b> Visa required foreign nationals with a previous TRV counterfoil document that had expired. No evidence found of a new outstanding application or any other valid authorization to travel for the client.	1	6	0	1	1	0	0	0	0	1	3	0	0
5	0.9%	D3	<b>TRV application in progress</b> At time of no board, client had a TRV application that was still pending approval. This is either the result of the actual time it took for the application to be processed by an IRCC office, or potentially the result of the Counterfoil status being left at "In Progress" by the visa officer, leading to a no-board.	0	1	0	1	0	0	2	0	0	0	0	0	1
0	0.0%	D4	<b>eTA Refused</b> Client applied for an eTA but it was refused.	0	0	0	0	0	0	0	0	0	0	0	0	0
1	0.2%	D5	<b>Visa Revoked/Refused</b> Client had a previous counterfoil document that had been revoked or a previous TRV application that was refused.	0	0	0	1	0	0	0	0	0	0	0	0	0
2	0.3%	D6	<b>No valid eTA or Counterfoil - Diplomat</b> Records indicate client had previously been issued a diplomatic counterfoil and may have been travelling in that capacity at time of no-board.	0	0	0	0	0	0	0	0	0	0	0	2	0
1	0.2%	D7	<b>TRP at POE</b> Client did not possess a valid eTA or Counterfoil but was subsequently boarded and issued a TRP at POE on arrival.	0	0	0	0	0	0	0	0	0	0	0	1	0
12	2.0%	D8	<b>Permit holder without travel authorization</b> Client had a valid Work or Study Permit but did not have a valid counterfoil or eTA on record.	1	2	6	0	0	1	0	0	0	0	1	1	0
2	0.3%	D9	<b>Document inactivated in error</b> Client had a previously valid Counterfoil that was inactivated in error prior to travel.	0	1	0	1	0	0	0	0	0	0	0	0	0
2	0.3%	E1	<b>Delay in issuance of additional eTA for WP/SP holder with new travel doc</b> Client possessed a valid eTA previously issued alongside a work or study permit. The travel document associated to the original eTA no longer matched their current travel document (e.g. they had renewed their passport). Client applied for another eTA with the correct travel document number on the day of travel.	0	1	0	1	0	0	0	0	0	0	0	0	0
0	0.0%	E2	<b>Delay in issuance of additional eTA to correct document number error</b> - Client input a capital O instead of a zero in their original application	0	0	0	0	0	0	0	0	0	0	0	0	0
11	1.9%	E3	<b>Delay in issuance of additional eTA to correct document number error</b> - Client included the check digit, or some other extra digits at the end of the document number	0	4	2	1	0	0	0	0	0	1	0	2	1
5	0.9%	E4	<b>Delay in issuance of additional eTA to correct document number error</b> - Completely different document number in each data set (client likely presented a different passport)	0	3	0	0	1	0	0	0	0	0	0	1	0
0	0.0%	E5	<b>Delay in issuance of additional eTA to correct document number error</b> - Client input the entire MRZ string	0	0	0	0	0	0	0	0	0	0	0	0	0
3	0.5%	E6	<b>Delay in issuance of additional eTA to correct document number error</b> - Client made a typo in the document number (Y instead of V, 2 instead of 1, or only input a few digits of the number)	0	2	0	0	0	0	0	0	0	1	0	0	0
2	0.3%	E7	<b>Delay in issuance of additional eTA to correct County of Issue errors</b> - Client input a different Country of Issue in their original eTA application from the MRZ value on their passport	0	1	0	0	0	0	0	0	0	1	0	0	0

0	0.0%	E8	Delay in issuance of additional eTA to correct document number error - Client only entered the numeric part of the passport number and left out the letters at the beginning	0	0	0	0	0	0	0	0	0	0	0	0
0	0.0%	E9	Delay in issuance of additional eTA to correct document number error - Client input a space in travel doc number, carrier did not send space (this may be caused by VIZ/MRZ differences)	0	0	0	0	0	0	0	0	0	0	0	0
2	0.3%	E10	Delay in issuance of additional eTA to correct document number error - Client included Country of Issue code along with the doc number in their application	0	1	0	0	0	0	1	0	0	0	0	0
2	0.3%	F1	Carrier data does not match IRCC/CBSA record - Typo: Client made a typo in the document number (Y instead of V, 2 instead of 1, or only input a few digits of the number)	0	1	1	0	0	0	0	0	0	0	0	0
7	1.2%	F2	Carrier data does not match IRCC/CBSA record - Different number: Completely different document number in each data set (client likely presented a different passport)	0	2	0	2	0	0	0	0	1	0	1	1
5	0.9%	F3	Carrier data does not match IRCC/CBSA record - Check/Extra digit(s): Client included the check digit, or some other extra digits at the end of the document number	0	0	2	2	0	0	0	0	1	0	0	0
14	2.4%	F4	Carrier data does not match IRCC/CBSA record - COI mismatch: Client entered a Country of Issue value in their eTA application different from what the carrier provided	0	2	1	0	1	0	0	1	0	0	1	8
0	0.0%	F5	Carrier data does not match IRCC/CBSA record - Space in doc number: Client provided a space, no space sent by carrier (this may be the result of difference between the VIZ/MRZ on the passport)	0	0	0	0	0	0	0	0	0	0	0	0
0	0.0%	F6	Carrier data does not match IRCC/CBSA record - Truncated value: Client only entered the numeric part of the passport number and left out the letters at the beginning	0	0	0	0	0	0	0	0	0	0	0	0
1	0.2%	F7	Carrier data does not match IRCC/CBSA record - O instead of zero: Client input a capital O (or lowercase o) instead of a zero	0	0	0	0	0	0	0	0	0	0	0	1
2	0.3%	F8	Carrier data does not match IRCC/CBSA record - Entire MRZ: Client input the entire MRZ string from the passport	0	0	0	0	0	1	0	0	1	0	0	0
1	0.2%	F9	Carrier error: Carrier provided an "OINCONNU" value in the query or similar obvious entry error (ex. 111111111111111).	0	0	0	0	0	0	0	0	0	0	1	0
0	0.0%	F10	Carrier data does not match IRCC/CBSA record - doc number eTA: Client included COI code along with the doc number	0	0	0	0	0	0	0	0	0	0	0	0
0	0.0%	F11	Carrier data does not match IRCC/CBSA record - doc number eTA: Client entered a zero at the beginning of the passport number, carrier did not send the zero, may be a carrier omission	0	0	0	0	0	0	0	0	0	0	0	0
3	0.5%	F12	Carrier data does not match IRCC/CBSA record - doc number eTA: Document number file has additional digits/characters at the start of the document number not sent by carrier	0	1	0	0	0	0	0	0	0	0	2	0
15	2.6%	G1	Canadian Citizen Foreign Passport - no F1 visa Clients found to be Canadian Citizens in GCMS without any indication that they had applied for a facilitation visa	2	5	0	3	0	0	0	0	1	0	0	4
10	1.7%	G2	Canadian Citizen with Foreign Passport - F1 visa issued Clients found to be Canadian Citizens in GCMS who applied for and received an F-1 facilitation visa after the no-board was issued.	3	3	1	0	0	0	0	1	0	0	2	0
43	7.3%	H1	Carrier data does not match IRCC/CBSA record - Travel document number associated to Visa The travel document number associated to the client's counterfoil in GCMS does not match the value provided by the carrier. This may be the result of input error at the IRCC issuing office, or carrier input error. Can only be resolved by IRCC as the counterfoil is a printed secure document.	2	7	3	4	2	1	0	1	0	1	14	7



6	1.0%	H2	<b>Carrier data does not match IRCC/CBSA record - Travel Document Country of Issue associated to Visa</b> The travel document Country of Issue associated to the client's counterfoil in GCMS does not match the value provided by the carrier. This may be the result of input error at the IRCC issuing office, or carrier input error. Can only be resolved by IRCC as the counterfoil is a printed secure document.	0	0	0	3	2	0	0	0	0	0	0	1	0
3	0.5%	I1	<b>Additional information requested:</b> eTA applications not approved due to outstanding request for additional information from the client either due to a derogatory match or client response to statutory questions.	0	1	0	1	0	0	0	0	0	0	0	0	1
586	100.0%			36	129	21	52	15	7	11	19	23	19	169	78	7

<b>Interactive Advance Passenger Information (IAP) Launch</b> <b>Rapport de situation à fin du lancement de l'Information interactive</b> <b>préalable sur les Voyageurs (IIPV)</b>
<b>Situation Report   Rapport de situation</b>
<b>January 23, 2017 - January 29, 2017   Le 23 janvier 2017 - le 29 janvier 2017</b> <b>1200 ET / HE</b>

*This Situation Report is produced by the IAPI program. It will be disseminated on Fridays at 12h00 ET. All questions or requests for detailed information related to this report should be directed to Sébastien Aubertin-Giguère, Acting Director General, Traveller Programs Directorate, at 613 952-3266.*

*Ce rapport de situation est un produit par le programme d'information interactive préalable sur les voyageurs (IIPV). Il sera diffusé les vendredis à 12h00 HE. Toutes les questions ou demandes d'information détaillée concernant ce rapport doivent être adressées à Sébastien Aubertin-Giguère, Directeur général intérimaire, Direction des programmes de voyageurs, au 613 952-3266.*

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## BACKGROUND | CONTEXTE

The Interactive Advance Passenger Information (IAP) initiative allows the Canada Border Services Agency (CBSA) to obtain passenger information prior to a commercial flight's departure to Canada. The information helps air carriers determine whether or not Canada-bound travellers hold the appropriate documentation to enter Canada.

As part of commitments between Canada and the U.S., both countries are working towards the implementation of a common approach for screening travellers at the perimeter. The IAPI initiative is one way that the Government of Canada is pushing the border out to detect potential threats to Canada's security before those threats arrive at the border.

Please note: This situational report does not replace the regular event management process, including Significant Event Notifications.

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## IAPI STATISTICS | STATISTIQUES DE L'IIPV

*Note: Do not board (DNB) messages do not represent the number of travellers who were ultimately refused travel to Canada. This can only be confirmed via traveller passage history. DNB messages are triggered for a variety of reasons, including but not limited to; crew exemptions, diplomatic exemptions, permanent resident (PR) validation and improperly documented travellers (including the mismatch between the passport number MRZ and VIS numbers).*

Total Board vs No-Board Results														
Reporting Period (0600-0600 EST):	January 22-23		January 23-24		January 24-25		January 25-26		January 26-27		January 27-28		January 28-29	
IAPI Recorded 'Board' Results	91629	98.88%	84935	98.75%	69338	98.48%	71092	98.73%	78353	98.63%	86907	98.87%	87113	98.86%
IAPI Recorded 'No-Board' Results	1042	1.12%	1079	1.25%	1070	1.52%	914	1.27%	1090	1.37%	993	1.13%	1001	1.14%
Total	92671	100%	86014	100%	70408	100%	72006	100%	79443	100%	87900	100%	88114	100%

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## eTA STATISTICS | STATISTIQUES CONCERNANT L'AVE

eTA Received														
Reporting Period (0000-2400 EST):	January 23		January 24		January 25		January 26		January 27		January 28		January 29	
Received	9485	100%	9020	100%	9013	100%	8458	100%	7473	100%	6825	100%	9106	100%
Successfully Processed	9210	97.1%	8781	97.35%	8742	96.99%	8216	97.14%	7242	97%	6643	97.33%	8916	97.91%

eTA Response Time														
Reporting Period (0000-2400 EST):	January 23		January 24		January 25		January 26		January 27		January 28		January 29	
Less than 3 minutes	7658	83%	7167	81.51%	7222	82.38%	6786	82.43%	6179	85.19%	5735	86.12%	7619	85.36%
3 minutes to less than 10 minutes	114	1.24%	126	1.43%	107	1.22%	163	1.98%	93	1.28%	43	0.65%	195	2.18%

*Note: Output is for all eTAs completed during the reporting period; it is not the output of the applications received for the same reporting period.*

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## AIR CARRIER SUPPORT CENTRE (ACSC) | CENTRES DE SOUTIEN DES TRANSPORTEURS AERIENS (CSTA)

### CBSA Submission

Air Carrier Support Centre Daily Summary Report (ACSC)/ Rapport sommaire quotidien du Centre de soutien des transporteurs aériens (CSTA)

### Airline Calls to the Air Carrier Support Centre

*does not summarize the disposition and reconciliation of all no-board messages in a 24 hr period.*

Reporting Period:	January 23	January 24	January 25	January 26	January 27	January 28	January 29	TOTAL
Number of Calls Received:	236	220	240	232	244	260	197	1629
Total Number of Passengers:	227	219	250	238	255	272	210	1671
Canadian Citizens	0	3	10	7	3	11	7	41
Canadian Emergency Travel Documents	0	0	0	0	0	0	0	0
Expired Canadian Passports	0	0	0	0	1	0	2	3
Dual Citizens With Supporting Documentation	0	2	5	4	2	6	5	24
Dual Citizens Without Supporting Documentation	0	1	5	3	0	5	0	14
United States Citizens	1	1	2	0	1	0	1	6
	186	148	179	175	199	202	154	1243
	40	68	61	57	52	59	48	385

Canadian Permanent Residents (included above in Foreign Nationals group)	15	20	14	14	18	18	13	112
United States Permanent Residents (included above in Foreign Nationals group)	9	10	5	6	5	7	4	46

*\*Air Carrier Support Centre (ACSC) Tracking Tool reports*

**Immigration, Refugees and Citizenship Canada (IRCC) Submission/ Soumission d'Immigration, Réfugiés et Citoyenneté Canada (IRCC)**

Reporting Period (1200-1159 ET):	January 23	January 24	January 25	January 26	January 27	January 28	January 29
Calls Received by Operations Support Centre	46	52	40	59	38	14	30

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**API/PNR PROGRAM SUPPORT (APPS) | SERVICE DE DÉPANAGE DU PROGRAMME D'IPV/DP**

API/PNR Program Support (APPS)	
Call Volumes	Issue Description
January 22-23	
9	9 eTA/Visa Inquiries
January 23-24	
9	5 eTA/Via Inquiries 1 Testing Environment Question 3 Calls Transferred/Referred to ACSC
January 24-25	
8	3 Calls Transferred/Referred to ACSC 5 eTA/Visa Inquiries
January 25-26	
10	6 Calls Transferred/Referred to ACSC 2 eTA/Visa Inquiries 2 Program Inquiries
January 26-27	
6	3 Calls Transferred/Referred to ACSC 1 Program Inquiry 2 eTA/Visa Inquiries
January 27-28	
18	4 Calls Transferred/Referred to ACSC 6 eTA/Visa Inquiries 3 Program Inquiries 2 Technical Issues
January 28-29	
9	5 eTA/Visa Inquiries 2 CPR 2 Technical Issues

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**PORT OF ENTRY (AIRPORT) PROCESSING | TRAITEMENT DES PORTS D'ENTRÉE (AÉROPORT)**

	January 23	January 24	January 25	January 26	January 27	January 28	January 29



## Overall

- Call volume over the past week was at 130, constituting 32% of calls to Liaison Officers (LOs) being eTA/I-API-related.
- Since launch, LOs have received 2,910 eTA/I-API calls, constituting 54% of all calls.
- LOs continue to report on queries regarding eTA/I-API requirements,

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## IT SYSTEM PERFORMANCE (CBSA) | PERFORMANCE DU SYSTÈME DE LA T.I. (ASFC)

### Production:

Reporting Period 0600-0600 ET	Number of Transactions	Responses Under 4 Seconds (%)
January 22-23	150,382	99.95%
January 23-24	130,843	99.98%
January 24-25	116,296	99.95%
January 25-26	122,915	99.97%
January 26-27	133,748	99.97%
January 27-28	144,161	99.95%
January 28-29	143,592	99.99%

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## IT SYSTEM PERFORMANCE (IRCC) | PERFORMANCE DU SYSTÈME DE LA T.I. (IRCC)

### Production:

- No issues to report.

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## DUAL NATIONAL STATISTICS | STATISTIQUES AUX CITOYENS CANADIENS QUI ONT UNE DOUBLE NATIONALITÉ

### IRCC Submission/ Soumission d'IRCC

Reporting Period (1200-1159 ET):	January 23	January 24	January 25	January 26	January 27	January 28	January 29
Total e-Authority Applications Received	44	45	46	40	27	31	29
Total e-Authority Applications Approved	42	43	42	33	26	31	27
Total e-Authorities Used to Enter Canada Since Last Report	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable
e-Authorities Processed in Less Than 20 Minutes*	65%						
e-Authorities Processed Between 20 and 40 Minutes*	15%						
e-Authorities Processing in 40 Minutes or More*	20%						

\*The shortest processing time for an e-Authority was 1 minute, while the longest was 8 hours and 6 minutes.  
IRCC prioritizes and processes e-Authority cases with imminent travel.



## Global Affairs Canada Submission/ Soumission d'Affaires mondiales Canada

- Emails/calls from dual national Canadians: 11
- Emails/calls from non-Canadians: 9
- Total emails/calls related to eTA since implementation: 449

eTA Weekly Statistics – GAC January 23 – January 30, 2017 - 11 missions reporting		
	Number of Services	Time (in Minutes)
Enquiries General	287	1,918
Enquiries General Walk-Ins	45	301
Enquiries Non-Canadians	108	724
Proof Citizenship Applications	27	645
Regular Passport - Child	80	2,817
Regular Passport - Adult	175	6,965
Temp Passport - Adult	14	1,045
Temp Passport - Child	4	155
<b>Grand Total</b>	<b>740</b>	<b>16,735</b>

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## INTERDEPARTMENTAL MEDIA AND COMMUNICATIONS | MÉDIAS ET COMMUNICATIONS INTERMINISTÉRIEL

- Report not received.

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## OTHER | AUTRES

- NIL

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***This information is classified Protected A.  
Only for interdepartmental distribution (CBSA, IRCC, GAC, SSC).***

***Ces renseignements sont classifiés Protégé A.  
Pour distribution interministériel (ASFC, IRCC, AMC, SPC) seulement.***



**IAPI Air Carrier Issue Log**  
(Post-Implementation)

Issue No.	Date Raised	Issue / Description	Raised via	Lead Department	Projected Resolution Date	Status
1. Travel document validation						
1.1	Dec 16, 2016		AIWG	IRCC	Complete	Complete
1.2	Dec 16, 2016		AIWG	IRCC	Complete (Revisit)	
1.3	Dec 16, 2016		AIWG	CBSA (IT)	Complete	
1.4	Dec 16, 2016		AIWG	CBSA (Programs)	Complete	Complete - advised at Jan 25 AIWG
1.5	Nov 2016		AIWG	CBSA (IT)	Complete	Complete
			AIWG	IRCC	In progress	
		Air Carrier	IRCC	In progress		
2. Air Carrier Support						
2.1	Dec 2, 2016	Possibility of shortening Air Carrier Support Centre (ACSC) script	AIWG	CBSA (IT)	Complete	Complete - advised Dec 16 AIWG
2.2	Nov 23, 2016	Update ACSC script for shortened language decision	AIWG	CBSA (IT)	Complete	Complete - advised Dec 2 AIWG
2.3	Nov 23, 2016		AIWG	CBSA (IT)	Complete (Revisit)	Complete - advised at Jan 25 AIWG <i>SOPs shared Feb 2 - revisit at Feb 22 AIWG before closing issue</i>
2.4	Nov 23, 2016		AIWG	CBSA (Programs)	Complete	Complete - advised at Dec 2 AIWG
2.5	Nov 15, 2016		AIWG	CBSA (Programs)	Complete	Complete - advised at Jan 25 AIWG <i>ACSC statistics will be shared again at Feb 22 AIWG</i>
2.6	Nov 15, 2016		AIWG	CBSA (Programs)	In progress	Discussed at Jan 25 AIWG To be discussed at Feb 22 AIWG
2.7	Nov 2016		Air Carrier	CBSA (Programs)	Complete	Complete
2.8	Nov 2016		ACSC staffing adjustments to reflect peak periods	Air Carrier	CBSA (Programs)	Complete
2.9	Nov 2016	Availability of APPS support to reflect peak periods	AIWG	CBSA (Programs)	Complete	Complete



**IAPC Air Carrier Issue Log**  
*(Post-Implementation)*

Issue No.	Date Raised	Issue / Description	Raised via	Lead Department	Projected Resolution Date	Status
2.10	Nov 2016	Update to SOPs and TIMATIC	AIWG	CBSA (IT)	Complete	Complete
2.11	Nov 2016	Allowing carriers to provide advance manifests to ACSC for review	Air Carrier	CBSA (Programs)	Complete	Complete
2.12	Jan 20, 2017		Air Carrier	CBSA (Programs)	In progress	
<b>3. System Updates</b>						
3.1	Dec 16, 2016		AIWG	CBSA (IT)	In progress	Discussed at Jan 25 AIWG To be discussed at Feb 22 AIWG <i>Proposal to be shared with ACs prior to Feb 22 AIWG</i>
<b>4. eTA Application</b>						
4.1	Dec 16, 2016		AIWG	IRCC	In progress	To be discussed at Feb 22 AIWG
4.2	Nov 15, 2016		AIWG	IRCC	Complete	Complete - advised at Jan 25 AIWG
4.3	Nov 15, 2016		AIWG	IRCC	Complete	Complete - advised at Jan 25 AIWG
4.4	Nov 15, 2016		AIWG	IRCC	Complete	Complete - advised at Jan 25 AIWG
4.5	Dec 16, 2016		AIWG	IRCC (with support from CBSA)	In progress	Discussed at Jan 25 AIWG To be discussed at Feb 22 AIWG
4.6	Dec 16, 2016		AIWG	IRCC (with support from CBSA)	In progress	Discussed at Jan 25 AIWG To be discussed at Feb 22 AIWG
4.7	Dec 16, 2016		AIWG	IRCC (with support from CBSA)	In progress	Discussed at Jan 25 AIWG To be discussed at Feb 22 AIWG
4.8	Nov 15, 2016		AIWG	IRCC	Complete	Complete - advised at Dec 16 AIWG
4.9	Jan 20, 2017		Air Carrier	IRCC	In progress	To be discussed at Feb 22 AIWG



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## IAPI Air Carrier Issue Log (Post-Implementation)

Issue No.	Date Raised	Issue / Description	Raised via	Lead Department	Projected Resolution Date	Status
4.10	Jan 20, 2017		Air Carrier	IRCC (with support from CBSA)	In progress	To be discussed at Feb 22 AIWG
<b>5. Communications</b>						
5.1	Dec 16, 2016	More targeted communications required to reach all travellers	AIWG	IRCC	In progress	To be discussed at Feb 22 AIWG
5.2	Jan 20, 2017	Passenger unaware of resident/citizenship status preventing eTA issuance	Air Carrier	IRCC	In progress	To be discussed at Feb 22 AIWG
5.3	Nov 23, 2016		AIWG	IRCC	Complete	Complete - advised at Dec 2 AIWG